

In the claims

1. (Currently Amended) A system for transacting business comprising:

a dispatch division for receiving information related to a problem experienced by a customer and for deploying a technician to a location requested by the customer in response to the information,

a computer accessible by the technician at the location requested by the customer that includes instructions that ~~is configured to~~ initiate a communication with the company via a communications network when the technician receives a request from the customer for a transaction different from the problem and enters an identity of the customer in the computer, the computer ~~being further configured to~~ further comprising:

instructions that submit the identity of the customer in the initiated communication,

instructions that receive customer information including a customer type via the communications network in response to the submission,

instructions that select one or more items corresponding to the received customer type from a set of items,

instructions that provide a list of the one or more selected items,

instructions that receive a selection corresponding to the received request from the customer from the one or more items, and

instructions that communicate the received selection corresponding to the received request from the customer to the dispatch division over the communications network.

2. (Original) The system according to claim 1, wherein the company receives the request and automatically processes the request and modifies the customer's account information.

3. (Original) The system according to claim 1, wherein the communications network is wireless.

4. (Original) The system according to claim 1, wherein the communications network is wire line.

5. (Original) The system according to claim 1, wherein information related to the transaction is automatically sent by electronic email to the technician's supervisor.

6. (Original) The system according to claim 1, wherein information related to the transaction is automatically sent by electronic email to a sales division.

7. (Original) The system according to claim 1, wherein the transaction includes the sale of a service.

8. (Original) The system according to claim 1, wherein the transaction includes the sale of a product.

9. (Previously Presented) The system according to claim 1, wherein the customer information is automatically updated to include the transaction.

10. (Previously Presented) The system according to claim 1, wherein the customer information includes customer account information.

11. (Previously Presented) A method for transacting business comprising the steps of:

receiving information related to a problem experienced by a customer;

deploying a technician to a location requested by the customer in response to the information, wherein the technician is employed by a company which provides services to the customer;

initiating a communication with the company over a communications network by the technician by accessing a computer at the location requested by the customer when the technician receives a request from the customer for a transaction different from the problem, the communication including a submission of an identity of the customer;

sending, in response to the communication, customer information to the computer in use by the technician via a communications network from the company in response to the communication from the technician; wherein the customer information includes a customer type;

selecting by the computer one or more items corresponding to the customer type from a set of items;

providing by the computer a list of the one or more selected items;

receiving at the computer a selection from the list; and

communicating the received selection to the dispatch division from the computer over the communications network.

12. (Previously Presented) The method according to claim 11, wherein the communications network is a wireless communications network.

13. (Previously Presented) The method according to claim 11, wherein the communication network is a wire line communications network.

14. (Previously Presented) The method according to claim 11, further comprising sending an electronic mail message to the supervisor of the technician, wherein the electronic mail message includes information related to the transaction.

15. (Previously Presented) The method according to claim 11, further comprising sending an electronic mail message to a sales division, wherein the electronic mail message includes information related to the transaction.

16. (Original) The method according to claim 11, wherein the transaction includes the sale of service.

17. (Original) The method according to claim 11, wherein the transaction includes the sale of a product.

18. (Previously Presented) The method according to claim 11, further comprising a step of automatically updating the customer information with information related to the transaction.

19. (Previously Presented) The method according to claim 11, wherein the customer information includes customer account information.

20 - 21. (Canceled)

22. (Previously Presented) The system according to claim 1, wherein the computer is configured to populate an electronic sales form with the received customer information and the received selection and communicate the electronic sales form to the dispatch division, and wherein at least one field associated with the electronic sales form is self-populated.

23 - 24. (Canceled)

25. (Previously Presented) The method according to claim 11, further comprising the steps of:

populating an electronic sales form with the received customer information and the received selection, wherein at least one field associated with the electronic sales form is self-populated; and

communicating the electronic sales form to the dispatch division.